

Queensland Airports Limited Role Description



Our Vision defines our purpose. Our five pillars guide our strategic direction. Within each pillar are strategies to deliver our goals and realise our vision. These strategies drive our existing business and underpin any acquisitions. Our Values influence the right behaviours when making decisions to achieve our Vision

Position Title: People and Culture Coordinator

Location: Gold Coast

Department: People and Culture

Reports to: People and Culture Manager

Reporting to this position: Nil

Position Purpose

The People and Culture Coordinator is responsible for administering People and Culture (P&C) activities and programs relating to talent acquisition, payroll, training coordination and P&C related systems. The P&C Coordinator is to provide effective and efficient administrative support across all levels and contribute to continuous improvement in the business, and achievement of the organisation's vision and purpose.

Job Role Requirements

Objective 1: Talent Acquisition

- Coordinate the talent acquisition process from advertisement placement through to successful onboarding.
- Provide support to the P&C Managers with the talent acquisition of senior level roles (job advert drafting, job placement).
- Coordinate the talent acquisition process by assisting hiring managers in shortlisting candidates, designing interview guides, performing reference checks and the development, and issuing of employment contracts.
- Develop and maintain new starter onboarding programs, including face to face sessions.
- Provide advice to hiring managers on best practice talent acquisition processes.
- Coordinate separation process for employees (including liaising with Payroll, Finance, Technology and Leaders) to successfully off-board employees from the business.

Objective 2: Human Resource Information System (HRIS) administration & Data Maintenance

- Carry out administrative functions including but not limited to: data entry, reporting and maintenance in relevant HRIS to ensure records are accurate and up to date.
- HRIS maintenance, testing, data checks, fault-finding, resolution and managing user access.
- Support the P&C Managers in the delivery and rollout of P&C related systems including process and quality management.
- Contribute to P&C system projects including selecting, testing, and implementing software.
- Develop and draft communications, together with communication plans for dissemination to all relevant employees.
- Work with key stakeholders to update job description, personal information, and performance plans
- Respond to ad-hoc reporting requirements ensuring accuracy of data from the HRIS where appropriate
- Work with intranet/internet technology to further leverage system functionality and training

Objective 3: Learning and Organisational Development (L&OD)

- Coordinate P&C training and information sessions (i.e., Skyward Bound, Munch N Muse, general training) as required.
- Identify and coordinate QAL Compulsory Training through the online Learning Management System (LMS) in line with QAL's 'Compulsory Training Matrix, including regular reporting for Leaders.

- Facilitate P&C internal training at meetings, if required.
- Coordinate and supervise internships and work experience opportunities through our educational partnerships.
- Preparation of L&OD communications (i.e. flyers, emails).

Objective 4: General Administration and Coordination

- Assist with all internal and external P&C related inquiries or requests.
- Maintain timely monthly reporting (i.e. Probations, Learning Management Reports, End of Month Reporting, P&C Risk Reports).
- Contribute to the development and review of P&C Policies and Procedures.
- Ensure P&C resources, forms and documents are up to date and accessible by all employees.
- Maintenance of employee records – both hard and digital copies where required.
- Support the broader P&C team as required, including workload support and other project initiatives to achieve the P&C overall business strategy.
- Provide P&C advice and assistance to the business in line with legislation, P&C practices, policies, frameworks and guidelines.
- Assist with payroll processing on an ad-hoc basis.
- General administrative duties such as minute taking, diary and meeting coordination of Leader, event planning, email management and travel bookings.

Objective 5: Finance & Budget

- Process purchase orders in accordance with the QAL Procurement and Delegation Policies.
- Financial Budget input as required.
- Use innovative thinking and practice to ensure P&C costs are maintained and reduced where able.

Objective 6: Project Participation / Innovation / Continuous Improvement

- Model and demonstrate constructive working relationships and information exchange within the team and across the business.
- In line with guidance from the P&C managers, undertake research and project work to develop solutions for operational level issues. For examples: Process improvements in employee retention, succession planning, employee engagement and performance management.
- Effectively manage, focus, and deliver on ongoing innovation of system processes.
- Using a continuous improvement and customer focussed mindset, actively engage and participate in all projects and continually striving to improve processes, procedures and systems.
- When required, assist with undertaking a project leadership role.

Objective 7: Workplace Health and Safety, Environmental and Aviation Safety & Security

- Take reasonable care for your health and safety.
- Take reasonable care for the health and safety of others including the implementation of risk control measures within your control to prevent injuries or illnesses.
- Comply with any reasonable instruction in relation to WHS by the Company.
- Co-operate with any reasonable policies and procedures of the QAL and associated entities including the reporting of hazards or incidents via the QAL reporting process.
- All compliance requirements (e.g., legislative, policies, procedures) adhered to.

- Other responsibilities as outlined in the QAL WHS management system.
- Adhere to the locations Environmental Management System (EMS) as relevant to your work activities.
- Attend EMS related training.
- Adhere to relevant aviation safety and security requirements.

Individual Behaviour Expectations

QAL employees expected to demonstrate behaviour which is aligned to our core values:

Teamwork

- Together we succeed
- Everyone is a customer
- We are inclusive and support each other

Innovation

- We think differently
- We are creative
- We share our experience to build new ideas

Accountability

- We take responsibility for our actions
- We all lead by example
- Safety and social responsibility are priorities

Integrity

- We value honesty, respect, and fairness
- We do what we say
- We act in the best interests

Passion

- We are enthusiastic
- We care about what we deliver
- We take pride in our work

Excellence

- We have high performance standards
- We add value and deliver quality
- We embrace change and deliver outcomes

Key Stakeholders

Internal: Employees and management at all levels

External: Contractors, Consultants, Stakeholders, and the Community

Key Capabilities Required to Perform Role

Educational Qualifications:

- Professional qualifications in Human Resources, Industrial Relations, Organisational Development, Change Management or Behavioural Sciences (Desirable).

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Professional Experience:

- Experience working within a human resources function (Desirable).
- Experience in using HRIS and data administration/maintenance.

Specific Job Knowledge, Skills and Abilities:

- High level attention to detail and ability to prioritise and multi-task.
- Well developed communication skills, both written and verbal.
- Outstanding organisational and time management skills.
- Robust ability to determine workflows and processes.
- Computer and systems capability including SharePoint, Microsoft Office Suite, and other ERP systems.
- Basic knowledge and understanding human resources functions and processes including performance management, recruitment, and selection, training, and on-boarding.
- A proactive professional with strong interpersonal skills and a customer-focused approach with the ability to work with a broad range of stakeholders.
- An understanding of and complete commitment to confidentiality.

Certificates:

- nil

Physical Demands:

- Must be able to perform required physical and psychological demands of the role.

ACKNOWLEDGMENT

I acknowledge that I have read and understood the key result areas described in this Role Description and agree to carry out my duties and responsibilities to the best of my ability. I assert that there are no limitations on my ability to fully perform the position for the company. I also understand that at times I may be required to undertake other duties relevant to the position that are not listed in this statement. I acknowledge my employer's right to alter this Role Description from time to time in accordance with company requirements.

Name

Date

Signature